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**Personnel**

**STUDENT RIGHTS, RESPONSIBILITIES, AND GRIEVANCES**

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This instruction implements AFPD 36-26, Total Force Development. It defines Air University (AU) policy regarding student rights, responsibilities, and student complaints/grievances and applies to DoD members enrolled in AU courses. Refer recommended changes and/or corrections to this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*, through your chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS).

**1. General.** This policy describes AU policy regarding student rights, responsibilities and complaints/grievances that meet federal and accreditation requirements. The rights, responsibilities and processes described in this policy do not replace or supercede procedures provided for actions under the Uniform Code of Military Justice, or disciplinary or administrative actions provided for in other DOD directives, or instructional documents published at the Air Force, Air Education and Training Command, or AU levels. For purposes of this instruction, the term “student” refers to individuals enrolled in academic programs offered at AU institutes, centers or schools. Students assigned to AFIT, but enrolled at civilian institutions, are not subject to this AU Instruction.

**2. Responsibilities.**

2.1. School/Center Responsibilities. Schools and centers have the responsibility to publish guidance for students regarding school and/or center policies if needed to amplify this guidance. Guidance needs to be clear and readily available in documents such as student handbooks, course syllabi, and published instructions. When presented with a written complaint, staff members at each level of authority are responsible to respond on a timely basis, and to address actions and outcomes of decisions, if any. Schools must retain documentation about the outcome of formally-submitted student complaints/grievances for five years to demonstrate evidence of compliance to external reviewers.

2.2. Student Responsibilities. Students enrolled in AU programs are ultimately responsible for their success by fulfilling program requirements with due diligence and dedication to excellence. They have the responsibility to:

2.2.1. Abide by appropriate military/department/agency rules, regulations and standards of conduct.

2.2.2. Abide by AU academic policies and procedures, and those of the school/course in which they are enrolled.

2.2.3. Respect the opinions and rights of other students.

2.2.4. Adequately prepare for each class.

2.2.5. Uphold academic integrity.

**3. Student Rights.** Students enrolled in either resident or non-resident AU courses are afforded certain rights that contribute to their overall success and satisfaction. Rights include, but are not limited to, the following:

3.1. The right to be free from discrimination on the basis of race, gender, color, religion, sexual orientation, and national origin.

3.2. The right to be free from sexual harassment.

3.3. The right to open and free expression of thoughts and concepts in an environment of academic freedom, consistent with the interests of good order and discipline under the *Uniform Code of Military Justice*. See also AUI 36-2308, *Academic Freedom*.

3.4. The right to ownership of appropriate intellectual property. **Note:** In accordance with AFI 51-303, *Intellectual Property--Patents, Patent Related Matters, Trademarks and Copyrights*, materials developed using Air Force appropriated funds may not be copyrighted by the individual, but are the property of the United States Government. AU/JA is available to answer any questions students may have concerning ownership of intellectual property.

3.5. The right to submit a written complaint on AU policies, procedures or actions through the AU chain of command.

3.6. The right to due process. See AFI 90-301, *Inspector General Complaints Resolution*.

#### **4. Complaints/Grievances.**

4.1. Informal complaints. Every AU student is expected to provide constructive feedback about the programs they attend using the mechanisms provided by the servicing school or center. There is no requirement for leadership to provide a written response to informal complaints.

4.2. Formal complaints. AU students have the right to formally present a program-related grievance or complaint, in writing. Matters should be addressed at the lowest authority level possible, but may be elevated through the chain of command when attempts at satisfactory resolution fail. For academic matters, this generally means working with course instructors, department chairs, and deans, as applicable. For non-academic matters, this generally means working through supervisory channels before addressing them to higher-level command channels or the Inspector General system. However, individuals have the right to file a complaint with the Inspector General at any level without going through supervisory/command channels first. When elevating to a higher level authority, the student is responsible to notify the current level authority in writing. The highest decision authority for resolving a formal complaint is the school commander or equivalent.

4.2.1. Appeals. After a final decision is rendered, if a student has a grievance about the school's formal complaint handling process, he/she may appeal in writing to the center commander or equivalent. Decisions made at this level are final. For AFROTC cadets and OTS officer trainees, the Holm Center Commander is the highest level of appeal, and decisions made at this level are final.

4.2.2. Notification. Notification of the final decision on formal complaints involving academic matters at AU (except AFIT) will be provided to AU/CF. At AFIT, notification of the final decision on academic matters will be made to AFIT's Vice Chancellor (Chief Academic Officer). Notification of final decision on formal complaints involving non-academic matters will be provided to appropriate AU staff agencies.

4.3. Other. Persons having a grievance against Air University regarding non-compliance with standards or policies set forth by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) may do so by following SACSCOC procedures at [www.sacscoc.org](http://www.sacscoc.org).

DAVID S. FADOK, Lt Gen, USAF  
Commander and President, Air University

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

*Uniform Code of Military Justice*

AFPD 36-26, *Total Force Development*, 27 September 2011

AFMAN 33-326, *Preparing Official Communications*, 25 November 2011

AFI 36-2011, *Air Force Reserve Officer Training Corps (AFROTC) Program*, 18 December 2006

AFI 36-2013, *Officer Training School (OTS) and Enlisted Commissioning Programs (ECPS)*, 23 October 2008

AFI 36-2301, *Developmental Education*, 16 July 2010

AFI 51-303, *Intellectual Property--Patents, Patent Related Matters, Trademarks and Copyrights*, 1 September 1998

AFI 90-301, *Inspector General Complaints Resolution*, 23 August 2011

AUI 36-2308, *Academic Freedom*, 22 August 2008

AUI 36-2609, *Academic Integrity*, 2 April 2012

***Adopted Form***

AF Form 847, *Recommendation for Change of Publication*

***Acronyms***

**AETC**—Air Education and Training Command

**AFIT**—Air Force Institute of Technology

**AFROTC**—Air Force Reserve Officer Training Corps

**AU**—Air University

**CC**—Commander or Commandant

**CF**—Chief Academic Officer for Air University

**CFA**—Office of Academic Affairs for Air University

**JA**—Judge Advocate

**MAJCOM**—Major Command

**OTS**—Officer Training School

**SACSCOC**—Southern Association of Colleges and Schools Commission on Colleges